



Complaints Procedure

Definition

A complaint is

“a statement that something is unsatisfactory or unacceptable. It may be made verbally or in writing.”

Introduction

Clients and our learners have the right for individual or group complaints/grievances to be investigated and action taken to remedy any defects. **ioda**'s Complaints Procedure is based on three principles.

- That any complaint should, wherever possible, be settled as near to the point of origin as possible
- That clients or learners have the right to be accompanied by another person, whether learner, employer, friend, or colleague if they wish to deal with the issue in person and not in writing
- That all complaints will be treated seriously, and action taken within a reasonable time scale.

Formal Complaints Procedure

Clients or learners wishing to raise a complaint should do so in the first instance with their trainer, coach, or the person they are dealing with. The trainer, coach, or member of staff will then endeavour to resolve the matter within 24 hours of it being brought to their attention. If they are unable to resolve it, they may immediately escalate as below. If the complaint does not require escalation, this will not be logged in the central Service Recovery Log. If the complaint is escalated, the manager will enter the complaint into the log and will manage it through either to conclusion or until it is handed to another manager, who will manage it through moving forward.

If a client, or learner is not satisfied with this outcome, they may request a meeting with our Head of Training and Operations and inform them of the grievance in writing. They will then endeavour to resolve the matter. It is agreed that such written complaints will be dealt with promptly within seven days if possible.

If the client or learner is still dissatisfied following the above stages, they may request a meeting with the Managing Director or inform them of the complaint in writing in order to pursue the grievance further.

Clients and learners also have the right to contact the Managing Director directly and speak to them in person at any time if they feel they would prefer to deal with it in this way instead of in writing.



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Conclusion

We want to reinforce that our aim is to deal with complaints quickly, fairly and sympathetically. Therefore, we ask learners not to hesitate to inform us of any problems they encounter.

Further information about **ioda**'s Complaints Procedure or any other issue relating to quality of service can be obtained from the Managing Director, Lisa Reynolds, or our Head of Training & Operations, Helen Pickup.

Our Policy is reviewed annually by our Business Development Manager, following our Quality Calendar and is authorised by our Director.

Reviewed by:

A handwritten signature in blue ink, appearing to read 'Reynolds', is placed over a light blue rectangular background.

Lisa Reynolds

Last review date: September 2024

Next review date: February 2025



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Change log

Date & version	Changes made
30/06/2021 V2021	<ul style="list-style-type: none">• Addition of change log• Addition of last review date• Addition of an introduction• Addition of review process and timing• Addition of definition of a complaint• Addition of Service Recovery Log
23/02/22 V2022	<ul style="list-style-type: none">• No change
27/02/23 V2023	<ul style="list-style-type: none">• Change of role title from IDM to BDM
10/09/24 V24	<ul style="list-style-type: none">• Removal of Sally Dale and Sean Stokoe and replacement by Lisa Reynolds• Updating of roles to Managing Director